



INTEROFFICE MEMO

Sergio Rey, Acting Deputy Executive Director LaDonna Castañuela, Charitable Bingo Operations Director

To: Robert G. Rivera, Chairman
Cindy Fields, Commissioner
Mark A. Franz, Commissioner
Jamey Steen, Commissioner

From: LaDonna Castañuela, Charitable Bingo Operations Division Director *LDC*

Date: Tuesday, April 29, 2025

Re: Item X. Report by the Charitable Bingo Operations Director and possible discussion and/or action on the Charitable Bingo Operations Division's activities, including licensing, accounting and audit activities; reports; and special projects.

The following documents are associated with this tab:

1. CBOD February 2025, Output Metrics; and
2. CBOD March 2025, Output Metrics.

Additional information may be provided at the commission meeting.



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Sergio Rey, Acting Deputy Executive Director - LaDonna Castañuela, Charitable Bingo Operations Director

To: Robert G. Rivera, Chairman, Texas Lottery Commission
Cindy Fields, Commissioner, Texas Lottery Commission
Mark A. Franz, Commissioner, Texas Lottery Commission
Jamey Steen, Commissioner, Texas Lottery Commission

From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission *LDC*

Date: April 11, 2025

Re: Charitable Bingo Operations Division Output Metrics - February 2025

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	871	30
Lessor	220	62
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	284	0

Licensing

Number of original applications received	2
Number of renewal applications received	34
Number of worker registry applications received	265
Number of renewal licenses issued	34
Number of worker registry badges issued	282
Average Bingo License (Temporary) Processing Time (Days)	2.23
Average Bingo License (Amendments) Processing Time (Days)	3
Average Bingo License (Renewals) Processing Time (Days)	8.12

Accounting

Total payments received	46	\$86,348.66
Electronic Payment through Bingo Services Portal	15	\$50,536.27
Received by mail	31	\$35,812.39
Number of quarterly reports processed	125	

Audit Services

Number of audits and game inspections completed	63
Number of audits completed	53
Number of game inspections completed	10
Number of complaints received	14
Number of complaint investigations completed	11

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	0
Worker Registry Activity	
Applications Denied	1
Workers Removed	0

Education

Number of individuals receiving education	101
On-line	101
On-site	0



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From: LaDonna Castañuela, Charitable Bingo Operations Division Director, Texas Lottery Commission

LDC

Date: April 11, 2025

Re: Charitable Bingo Operations Division Output Metrics - March 2025

Licensee Information

<u>License Type</u>	<u>Active</u>	<u>Administrative Hold</u>
Conductor	869	29
Lessor	220	62
Distributor	12	0
Manufacturer	19	0
BingoPlayingLocations	285	0

Licensing

Number of renewal applications received	42
Number of worker registry applications received	298
Number of original licenses issued	4
Number of renewal licenses issued	50
Number of worker registry badges issued	252
Average Bingo License (Temporary) Processing Time (Days)	2.01
Average Bingo License (Amendments) Processing Time (Days)	2.78
Average Bingo License (Originals) Processing Time (Days)	75
Average Bingo License (Renewals) Processing Time (Days)	13

Accounting

Total payments received	20	\$27,773.94
Electronic Payment through Bingo Services Portal	6	\$2,812.72
Received by mail	14	\$24,961.22
Number of quarterly reports processed	145	

Audit Services

Number of audits and game inspections completed	45
Number of audits completed	28
Number of game inspections completed	17
Number of complaints received	25
Number of complaint investigations completed	14

Compliance

Number of administrative actions	
Applications Denied	0
Settlement Agreements	0
Agreed Orders	0
Total administrative penalties received	\$300.00
Worker Registry Activity	
Applications Denied	14
Workers Removed	0

Education

Number of individuals receiving education	76
On-line	76
On-site	0